

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Joplin Facility

### Demographics: Total Joplin

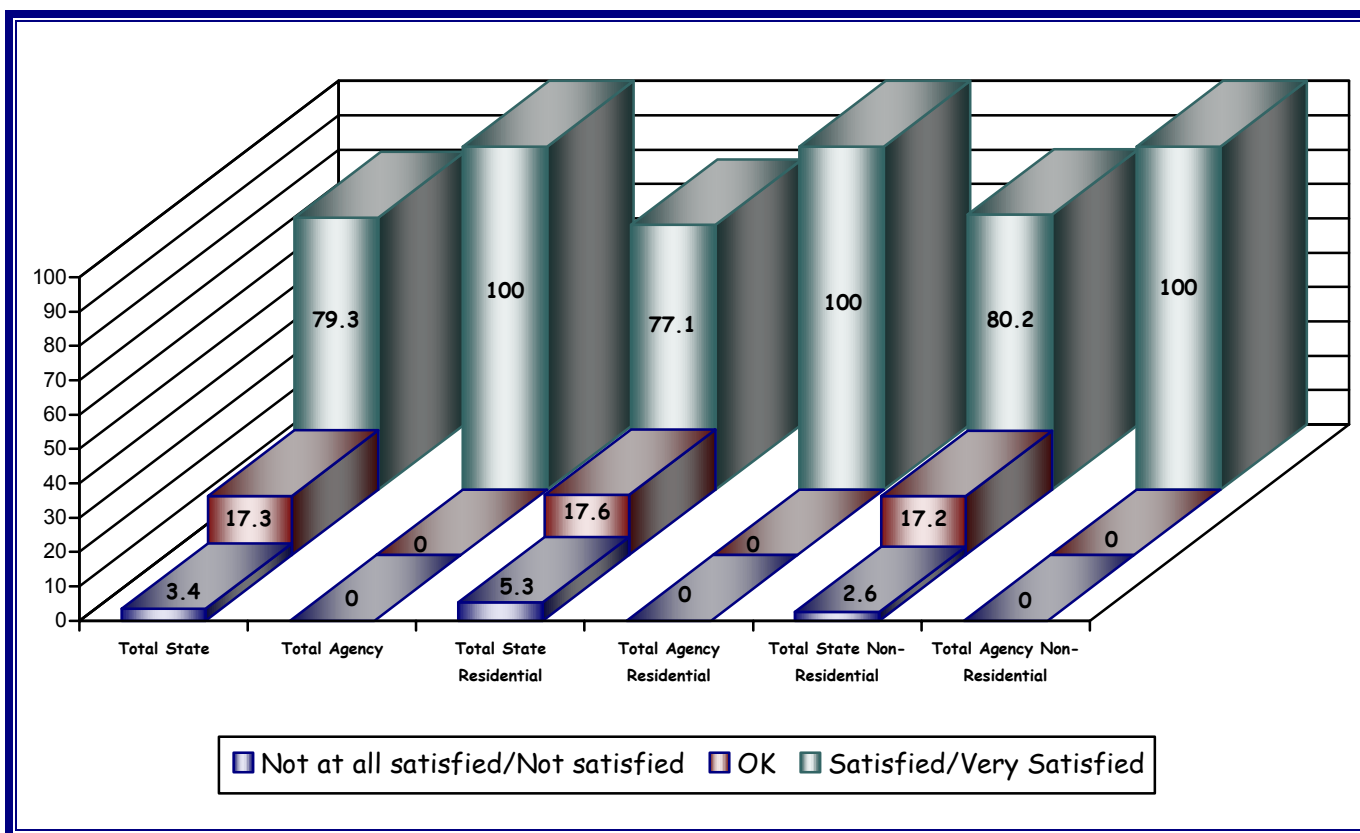
		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Total Agency	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	59.9%	57.7%	52.0%	53.8%	50.0%
	Female	40.1%	42.3%	48.0%	46.2%	50.0%
<b>RACE</b>	White	68.4%	98.1%	80.0%	69.2%	91.7%
	Black	30.0%	0%	12.0%	15.4%	8.3%
	Hispanic	0.3%	1.9%	8.0%	15.4%	0%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Other	0.8%	0%	0%	0%	0%
<b>MEAN AGE</b>				15.28	15.46	15.08
	0-17	10.7%	96.2%	100.0%	100.0%	100.0%
	18-49	84.7%	3.8%	0%	0%	0%
	50+	4.6%	0%	0%	0%	0%

# Sample Size: Total Agency

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2000	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State	9142		1972	21.6%	
Total Agency	52		25	71.6%	
<b>RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Residential	1446		562	38.9%	
Total Agency Residential	41		13	31.7%	
CSTAR Child/Adolescent	41		13	31.7%	
<b>FAMILY MEMBERS</b>					
CSTAR Child/Adolescent		25	13		52.0%
<b>NON-RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Non-Residential	7696		1410	18.3%	
Total Agency Non-Residential	11		12	109.1%	
CSTAR Child/Adolescent	11		12	109.1%	
<b>FAMILY MEMBERS</b>					
CSTAR Child/Adolescent		80	35		43.8%

# Overall Satisfaction with Services: Total Joplin



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated higher, with 100.0% noting "satisfied" or "very satisfied".
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated higher, with a rating of 100.0% "satisfied" or "very satisfied" with services.

# Satisfaction with Services: Total Joplin

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.92 (25)	4.16 (546)	4.92 (13)	4.24 (1369)	4.92 (12)
with how much your staff know about how to get things done?	4.08 (1911)	4.92 (25)	4.00 (545)	4.92 (13)	4.11 (1366)	4.92 (12)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.92 (25)	4.20 (548)	4.92 (13)	4.21 (1371)	4.92 (12)
that your treatment plan has what you want in it?	4.11 (1907)	4.88 (25)	4.10 (542)	4.77 (13)	4.12 (1365)	5.00 (12)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	4.80 (25)	4.19 (543)	4.69 (13)	4.14 (1355)	4.92 (12)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.96 (25)	4.27 (530)	5.00 (13)	4.29 (1346)	4.92 (12)
with the services that you receive?	4.20 (1915)	4.92 (25)	4.14 (546)	4.92 (13)	4.23 (1369)	4.92 (12)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner?	4.08 (1373)	4.83 (12)	- (0)	- (0)	4.08 (1373)	4.83 (12)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	4.85 (13)	4.07 (548)	4.85 (13)	- (0)	- (0)
that the environment is clean and comfortable?	4.10 (547)	4.54 (13)	4.10 (547)	4.54 (13)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	4.38 (13)	3.51 (537)	4.38 (13)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.31 (13)	3.81 (528)	4.31 (13)	- (0)	- (0)
with the childcare provided by the agency?	3.98 (43)	- (0)	3.98 (43)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 4.80 to 4.96.
- The ratings of the Residential Program for this agency ranged from 4.31 to 5.00. The highest rated item was that the agency staff respects the consumer's ethnic and cultural background and the lowest rated item was with the meals being good, nutritious and in sufficient amounts.
- The ratings of the Non- Residential Program for this agency ranged from 4.83 to 5.00. The highest rated item was that the treatment plan has what the consumer wants in it and the lowest rated item was with services being provided in a timely manner.

# Satisfaction with Quality of Life: Total Joplin

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.69 (1904)	4.52 (25)	3.56 (544)	4.38 (13)	3.74 (1360)	4.67 (12)
with where you live?	3.77 (1885)	4.40 (25)	3.79 (541)	4.23 (13)	3.77 (1344)	4.58 (12)
with the amount of choices you have in your life?	3.63 (1917)	4.25 (24)	3.67 (544)	4.08 (13)	3.62 (1373)	4.45 (11)
with the opportunities/ chances you have to make friends?	3.82 (1907)	4.33 (24)	3.97 (544)	4.08 (13)	3.76 (1363)	4.64 (11)
with your general health care?	3.80 (1872)	4.40 (20)	3.82 (533)	4.46 (13)	3.80 (1339)	4.29 (7)
with what you do during your free time?	3.74 (1897)	4.43 (23)	3.60 (538)	4.31 (13)	3.79 (1359)	4.60 (10)
How safe do you feel . . .						
in this facility? ( <i>Residential Only</i> )	4.25 (547)	5.00 (13)	4.25 (547)	5.00 (13)	- (0)	- (0)
in your home?	4.26 (1897)	4.75 (24)	4.19 (530)	4.62 (13)	4.29 (1367)	4.91 (11)
in your neighborhood?	4.08 (1894)	4.67 (24)	3.96 (532)	4.54 (13)	4.12 (1362)	4.82 (11)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home or in this facility (means of 4.75 and 5.00, respectively) and least satisfied with the amount of choices in their lives (mean of 4.25).
- The consumers in the Residential Program were most satisfied with how safe they feel in the facility (mean of 5.00) and least satisfied with the amount of choices they have in their lives and with the opportunities/chances to make friends (means of 4.08).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.91) and least satisfied with their general health care (mean of 4.29).

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## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

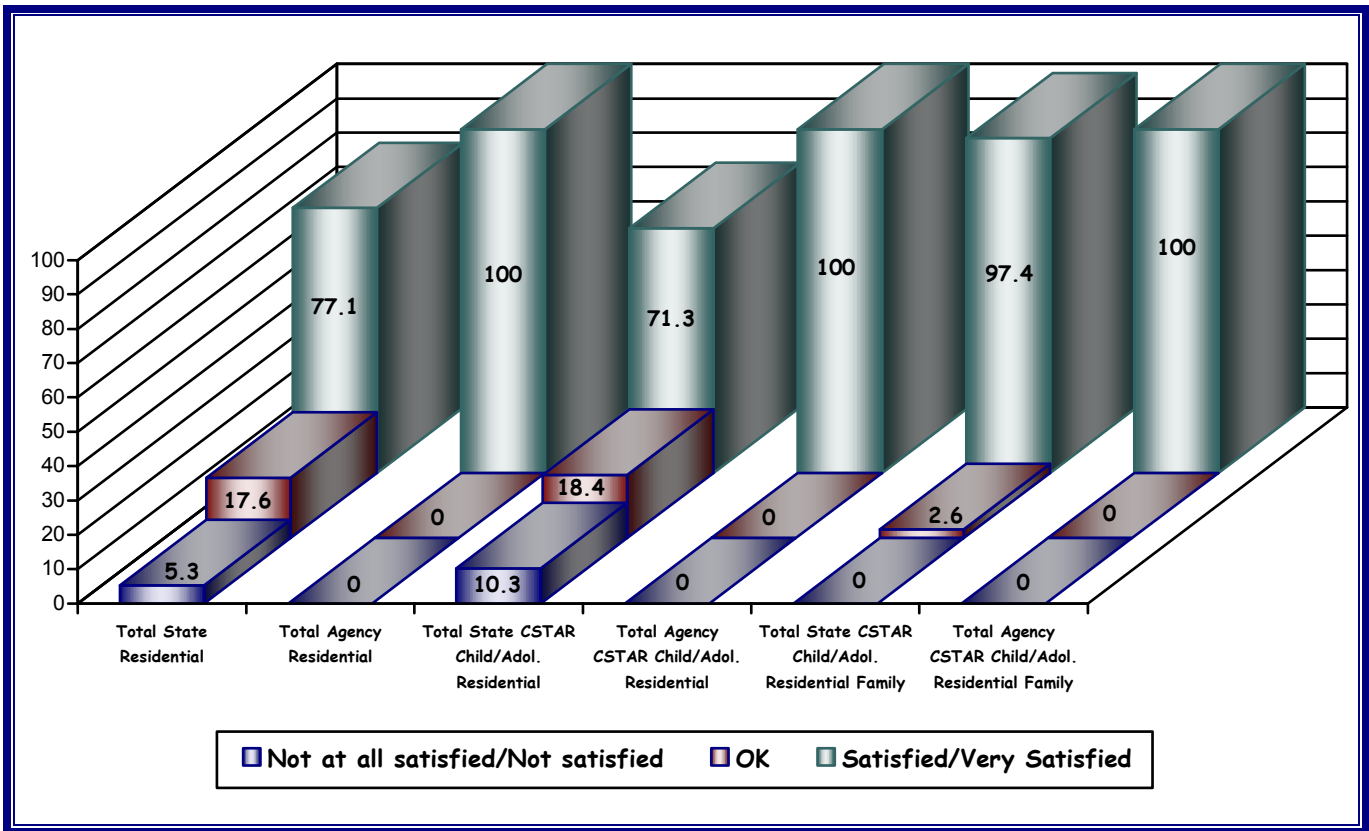
**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Joplin Residential

## Demographics: Joplin Residential

		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Residential	CSTAR Child/ Adolescent Consumer	CSTAR Child/ Adolescent Family
<b>SEX</b>	Male	62.9%	90.9%	53.8%	53.8%	53.8%
	Female	37.1%	9.1%	46.2%	46.2%	46.2%
<b>RACE</b>	White	69.9%	100.0%	69.2%	69.2%	75.0%
	Black	28.6%	0%	15.4%	15.4%	8.3%
	Hispanic	0.1%	0%	15.4%	15.4%	16.7%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Other	0.8%	0%	0%	0%	0%
<b>MEAN AGE</b>				15.46	15.46	15.46
	0-17	14.1%	100.0%	100.0%	100.0%	100.0%
	18-49	81.8%	0%	0%	0%	0%
	50+	4.1%	0%	0%	0%	0%

## Overall Satisfaction with Services: Joplin Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 77.1% for the state).
- The CSTAR Child/Adolescent Residential Program was highly rated by both the children and their family members (100.0% "satisfied" or "very satisfied").

# Satisfaction with Services: Joplin Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR Child/ Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.16 (546)	4.92 (13)	3.91 (87)	4.92 (13)	4.46 (39)	4.92 (13)
with how much your staff know about how to get things done?	4.00 (545)	4.92 (13)	3.87 (87)	4.92 (13)	4.41 (39)	4.92 (13)
with how staff keep things about you and your life confidential?	4.20 (548)	4.92 (13)	3.93 (86)	4.92 (13)	4.61 (38)	5.00 (13)
that your treatment plan has what you want in it?	4.10 (542)	4.77 (13)	3.94 (87)	4.77 (13)	4.37 (38)	4.69 (13)
that your treatment plan is being followed by those who assist you?	4.19 (543)	4.69 (13)	4.06 (87)	4.69 (13)	4.55 (38)	4.92 (13)
that the agency staff respect your ethnic and cultural background?	4.27 (530)	5.00 (13)	4.17 (86)	5.00 (13)	4.64 (39)	5.00 (13)
with the services that you receive?	4.14 (546)	4.92 (13)	3.97 (87)	4.92 (13)	4.62 (39)	4.92 (13)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	4.85 (13)	3.80 (86)	4.85 (13)	4.64 (39)	5.00 (13)
that the environment is clean and comfortable?	4.10 (547)	4.54 (13)	3.92 (86)	4.54 (13)	4.56 (39)	4.92 (13)
with opportunities for exercise and relaxation?	3.51 (537)	4.38 (13)	3.52 (86)	4.38 (13)	4.38 (39)	4.77 (13)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	4.31 (13)	3.69 (87)	4.31 (13)	4.42 (38)	4.85 (13)
with the childcare provided by the agency?	3.98 (43)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 4.31 to 5.00. The highest rated item for this agency was that the agency staff respects the consumer's ethnic and cultural background (mean of 5.00) and the lowest rated item was with the meals being good, nutritious and in sufficient amounts (mean of 4.31).
- Both the CSTAR consumers and their family members rated this agency highly.



# Satisfaction with Quality of Life: Joplin Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		CSTAR Child/Adolescent Residential Family	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.56 (544)	4.38 (13)	3.24 (87)	4.38 (13)	4.31 (39)	4.69 (13)
with where you live?	3.79 (541)	4.23 (13)	3.80 (87)	4.23 (13)	4.39 (38)	4.69 (13)
with the amount of choices you have in your life?	3.67 (544)	4.08 (13)	3.32 (87)	4.08 (13)	4.31 (39)	4.62 (13)
with the opportunities/chances you have to make friends?	3.97 (544)	4.08 (13)	3.92 (87)	4.08 (13)	4.26 (39)	4.62 (13)
with your general health care?	3.82 (533)	4.46 (13)	3.70 (81)	4.46 (13)	4.46 (39)	4.77 (13)
with what you do during your free time?	3.60 (538)	4.31 (13)	3.50 (86)	4.31 (13)	4.18 (38)	4.77 (13)
How safe do you feel . . .						
in this facility	4.25 (547)	5.00 (13)	4.12 (86)	5.00 (13)	4.66 (38)	5.00 (13)
in your home?	4.19 (530)	4.62 (13)	4.17 (87)	4.62 (13)	4.44 (39)	4.62 (13)
in your neighborhood?	3.96 (532)	4.54 (13)	3.91 (87)	4.54 (13)	4.10 (39)	4.62 (13)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with how safe they feel in this facility (mean of 5.00) and least satisfied with the amount of choices in their lives and with the opportunities/chances to make friends (means of 4.08).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

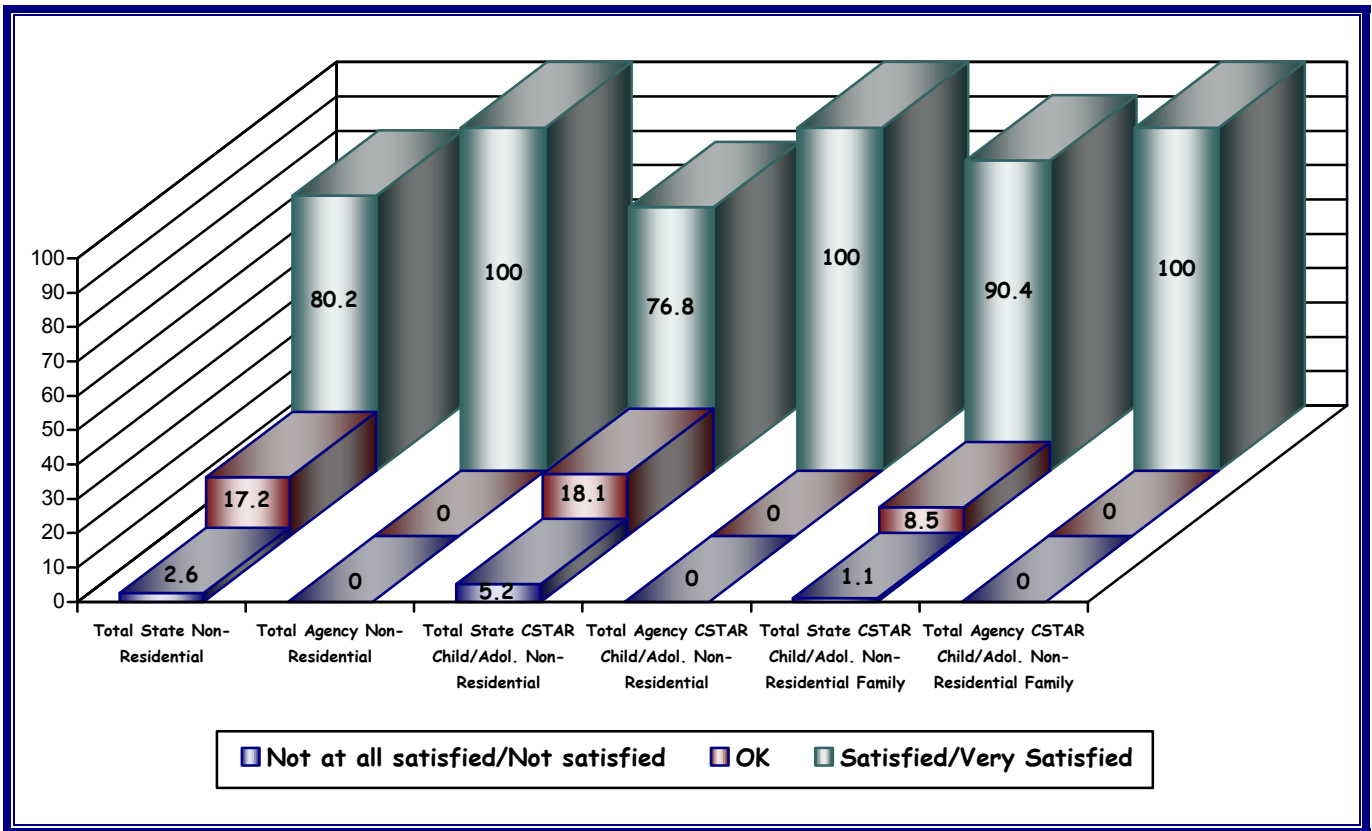
**Agency:** Scott Greening Center for Youth Dependency, Inc.

**Data:** Total Joplin Non-Residential

## Demographics: Joplin Non-Residential

		Total Served		Agency Survey Returns		
		State	Agency	Total Consumers Non-Residential	CSTAR Child/Adolescent Consumer	CSTAR Child/Adolescent Family
<b>SEX</b>	Male	56.8%	48.8%	50.0%	50.0%	67.9%
	Female	43.2%	51.2%	50.0%	50.0%	32.1%
<b>RACE</b>	White	68.0%	97.6%	91.7%	91.7%	97.1%
	Black	30.4%	0%	8.3%	8.3%	0%
	Hispanic	0.3%	2.4%	0%	0%	2.9%
	Native American	0.4%	0%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%
	Other	0.8%	0%	0%	0%	0%
<b>MEAN AGE</b>				15.08	15.08	14.94
	0-17	10.8%	95.1%	100.0%	100.0%	100.0%
	18-49	82.4%	4.9%	0%	0%	0%
	50+	6.7%	0%	0%	0%	0%

## Overall Satisfaction with Services: Joplin Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 80.2% for the state).
- Both the child consumers and family members rated the CSTAR Child/Adolescent Non-Residential Program highly.

## Satisfaction with Services: Joplin Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with the staff who serve you?	4.24 (1369)	4.92 (12)	4.18 (156)	4.92 (12)	4.55 (94)	4.94 (35)
with how much your staff know about how to get things done?	4.11 (1366)	4.92 (12)	3.99 (155)	4.92 (12)	4.45 (94)	4.89 (35)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.92 (12)	4.23 (154)	4.92 (12)	4.72 (93)	4.91 (35)
that your treatment plan has what you want in it?	4.12 (1365)	5.00 (12)	3.98 (157)	5.00 (12)	4.41 (94)	4.86 (35)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	4.92 (12)	3.85 (156)	4.92 (12)	4.43 (94)	4.83 (35)
That the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.92 (12)	4.33 (156)	4.92 (12)	4.62 (91)	4.94 (35)
With the services that you receive?	4.23 (1369)	4.92 (12)	4.10 (155)	4.92 (12)	4.50 (94)	4.91 (35)
That services are provided in a timely manner?	4.08 (1373)	4.83 (12)	4.00 (155)	4.83 (12)	4.46 (93)	4.94 (35)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.83 to 5.00. The highest rated item for this agency was that the treatment plan has what the consumer wants in it (mean of 5.00) and the lowest rated item was with services being provided in a timely manner (means of 4.83).

# Satisfaction with Quality of Life: Joplin Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.74 (1360)	4.67 (12)	3.52 (153)	4.67 (12)	3.81 (91)	4.26 (34)
with where you live?	3.77 (1344)	4.58 (12)	3.60 (151)	4.58 (12)	4.07 (92)	4.59 (34)
with the amount of choices you have in your life?	3.62 (1373)	4.45 (11)	3.25 (155)	4.45 (11)	4.02 (92)	4.50 (34)
with the opportunities/chances you have to make friends?	3.76 (1363)	4.64 (11)	3.88 (155)	4.64 (11)	3.80 (92)	4.50 (34)
with your general health care?	3.80 (1339)	4.29 (7)	3.74 (139)	4.29 (7)	4.27 (91)	4.53 (34)
with what you do during your free time?	3.79 (1359)	4.60 (10)	3.91 (152)	4.60 (10)	3.87 (92)	4.32 (34)
How safe do you feel . . .						
in your home?	4.29 (1367)	4.91 (11)	4.55 (155)	4.91 (11)	4.58 (92)	4.59 (34)
in your neighborhood?	4.12 (1362)	4.82 (11)	4.47 (154)	4.82 (11)	4.42 (92)	4.59 (34)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.91) and least satisfied with their general health care (mean of 4.29).

